

Mental Health and Substance Abuse Services Division

Partner/Provider Survey

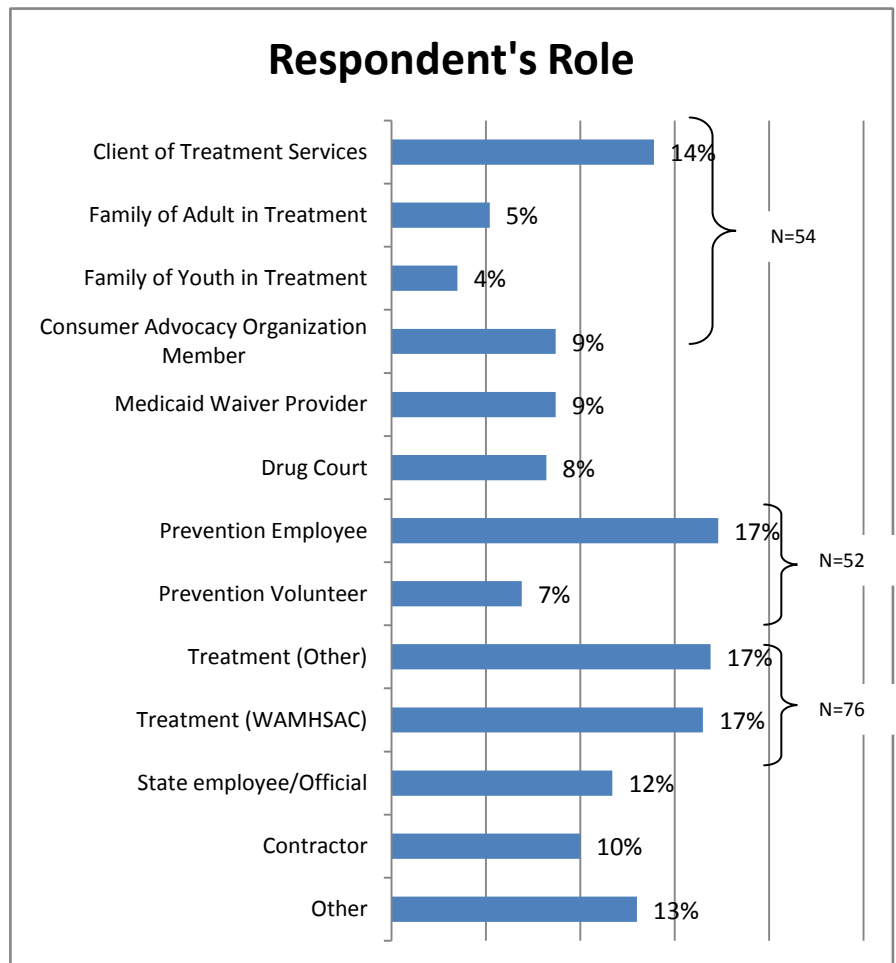
2010 Summary Report
June 17, 2010

Overview and Intent

The Wyoming Department of Health—Mental Health and Substance Abuse Services Division (MHSASD) conducted a web-based partner survey in the spring of 2010. Agencies and organizations, treatment providers, contractors, key contacts, consumers, and others who closely work with the Division completed this satisfaction survey. This report summarizes the survey results and provides comparative data by respondent's role. It is the Division's intent to repeat the survey annually to gauge performance improvement.

Respondent Demographics

- Responses from 231 people are included in this report
- Most Wyoming counties are represented, with distribution similar to state population averages
- 227 people provided information about their roles within the mental health and substance abuse system; of these, 76 said that they were treatment providers¹; 52 were prevention partners²; and, 54 were consumers³
- The graph to the right → shows the percentage of respondents by role--one or more roles may have been selected

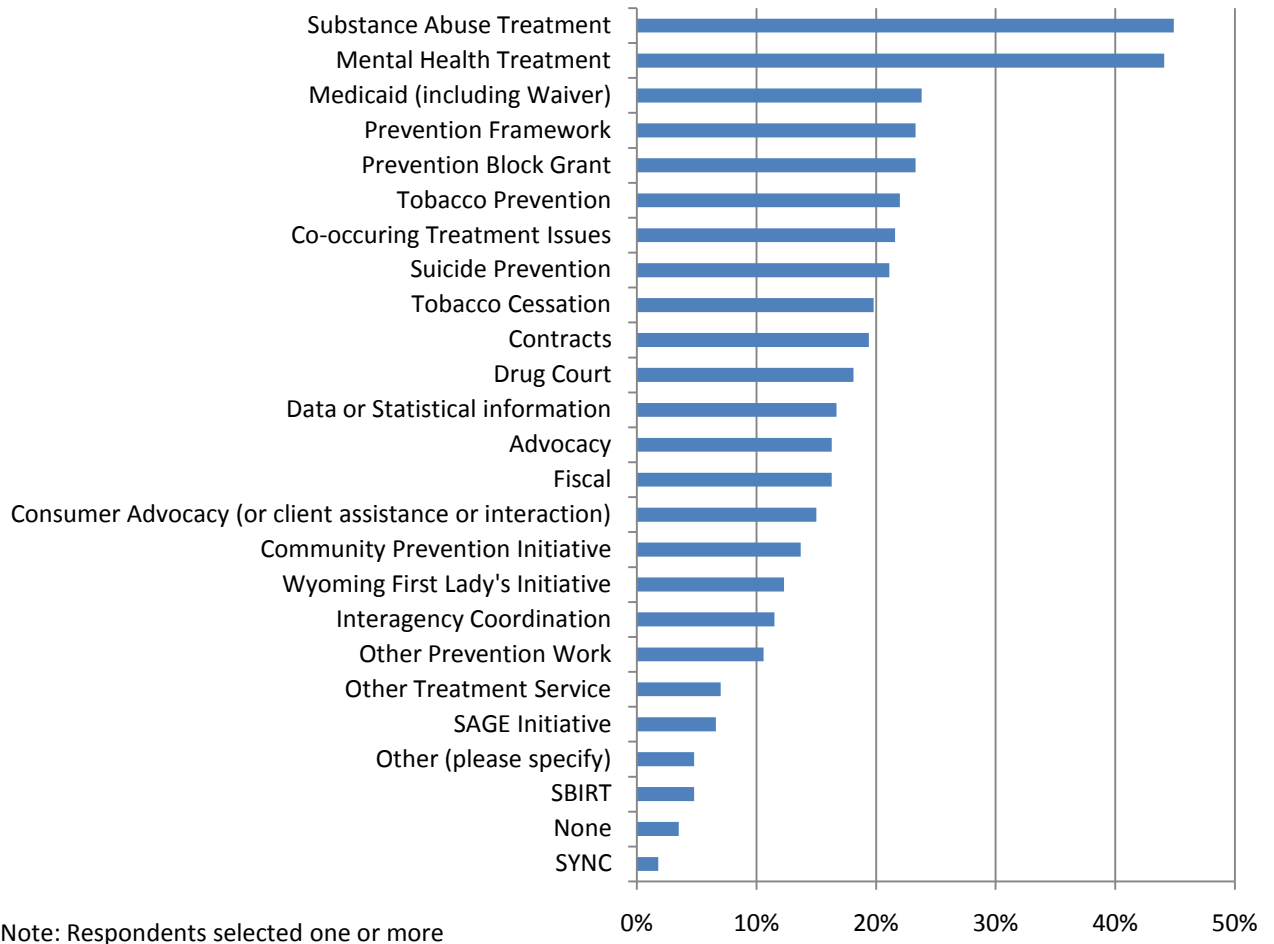


¹ This includes private providers and community center (WAMHSAC) providers.

² This includes SPF-SIG, Wyoming First Lady's Initiative partners, alcohol prevention, tobacco prevention & cessation, suicide prevention, and others.

³ This includes current or former treatment clients and parents of adults and/or children who are receiving treatment and members of consumer advocacy groups.

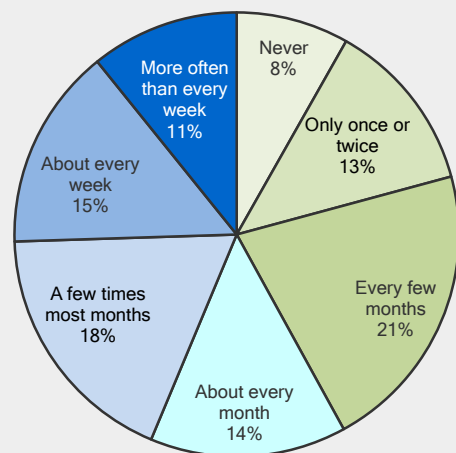
MHSASD Sections Most Used by You or Agency



- The graph above shows the MHSASD sections commonly utilized by respondents or their agencies

- Most respondents (N=134) stated that they interact with the MHSASD every month or more often

Frequency of Respondent Interaction with MHSASD



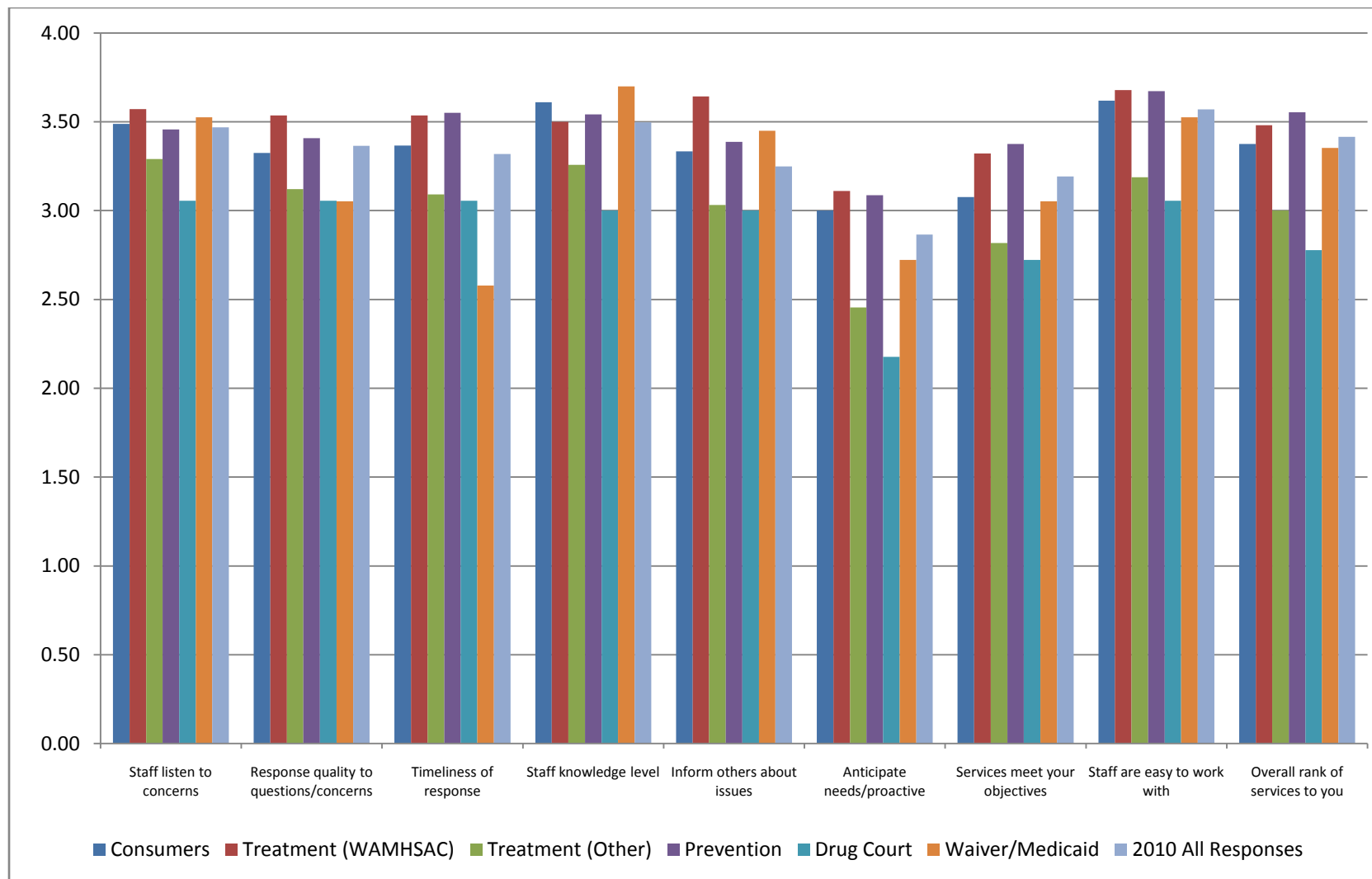
Division Staff Responsiveness

This survey rates the Division staff's responsiveness to partner needs. The following graphs are grouped by respondent self-described role and provide comparison. A bar graphic depicting these figures is available on Page 4.

- Respondents ranked each item. The following scores were assigned: Excellent-5; Above Average-4; Average-3; Below Average-2; Poor-1. Averages were calculated by multiplying the rate's score by the number of responses for that rate then the sum is divided by the total number of responses.
- Division staff rate highest in the categories of "easy to work with," "knowledge level," and "listen to my concerns."
- These scores indicate that the Division needs to develop the "ability to anticipate your needs and provide assistance proactively."
- Compared to the past two years, there were significantly higher scores provided by those who self-identified as Treatment providers; however, about half as many community center (WAMHSAC) providers responded this year.

Responsiveness	Consumers	Treatment (WAMHSAC)	Treatment (Other)	Prevention	Drug Court	Waiver & Medicaid	2010 All Responses
Staff listen to concerns	3.49	3.57	3.29	3.46	3.06	3.53	3.47
Response quality to questions/concerns	3.33	3.54	3.12	3.41	3.06	3.05	3.36
Timeliness of response	3.37	3.54	3.09	3.55	3.06	2.58	3.32
Staff knowledge level	3.61	3.50	3.26	3.54	3.00	3.70	3.50
Inform others about issues	3.33	3.64	3.03	3.39	3.00	3.45	3.25
Anticipate needs/proactive	3.00	3.11	2.45	3.09	2.18	2.72	2.87
Services meet your objectives	3.08	3.32	2.82	3.38	2.72	3.05	3.19
Staff are easy to work with	3.62	3.68	3.19	3.67	3.06	3.53	3.57
Overall rank of services to you	3.38	3.48	3.00	3.55	2.78	3.35	3.42
Number of Responses	45	28	34	49	18	20	194

Rating Scale	5	4	3	2	1
	Excellent	Above Average	Average	Below Average	Poor



Rating Scale

5	4	3	2	1
Excellent	Above Average	Average	Below Average	Poor

Division Guiding Principles

The online survey requested input regarding these five principles.

“Like you, we are citizens of this great state, and we share your concerns about the challenges posed by mental illness and addiction. Each of us has chosen to work for the Mental Health and Substance Abuse Services Division because we believe this is where we can make a difference. Our work is guided by the following guiding principles:

1. **Citizen advocacy:** Our decisions will always be made looking through the eyes of Wyoming people and families who need quality mental health and substance abuse treatment, prevention and recovery services.
2. **Community empowerment:** Substance abuse and mental health are issues confronting communities, e.g. schools, the work place, neighborhoods, places where people worship, have fun and live. Our role is to encourage and empower communities to meet the need as they see it in their own communities.
3. **Performance contracting:** The Division is entrusted with taxpayer funds to purchase tens of millions of dollars in mental health and substance abuse services. We have a responsibility to make certain that every dollar produces a good outcome for those who need the services and for those who pay for them.
4. **Data collection, research and analysis:** The Division is a respected source of data, research and information on best practices for mental health and substance abuse in Wyoming.
5. **Integrated efforts and collaboration:** We will undertake no program or initiative without including others including the clients of the mental health and substance abuse system and their families. This work is far too important for us to go it alone.”

Division's Guiding Principle Implementation: Comparisons by Response Rating⁴

The following table shows changes of responses over time. There has been significant improvement as a “respected source of data,” while there has been a slight decline in respondent perception that their voice matters.

Guiding Principles: Over Time	2008	2009	2010
Decision made through Wyo eyes	3.16	3.05	3.30
Needs determined by own community	3.43	3.22	3.43
Every dollar produces good outcome	3.14	2.94	3.19
Respected source of data, etc.	3.11	3.16	3.53
Programs/initiatives include others	3.25	3.16	3.37
My voice matters	3.07	2.82	3.03
n =	205	226	201

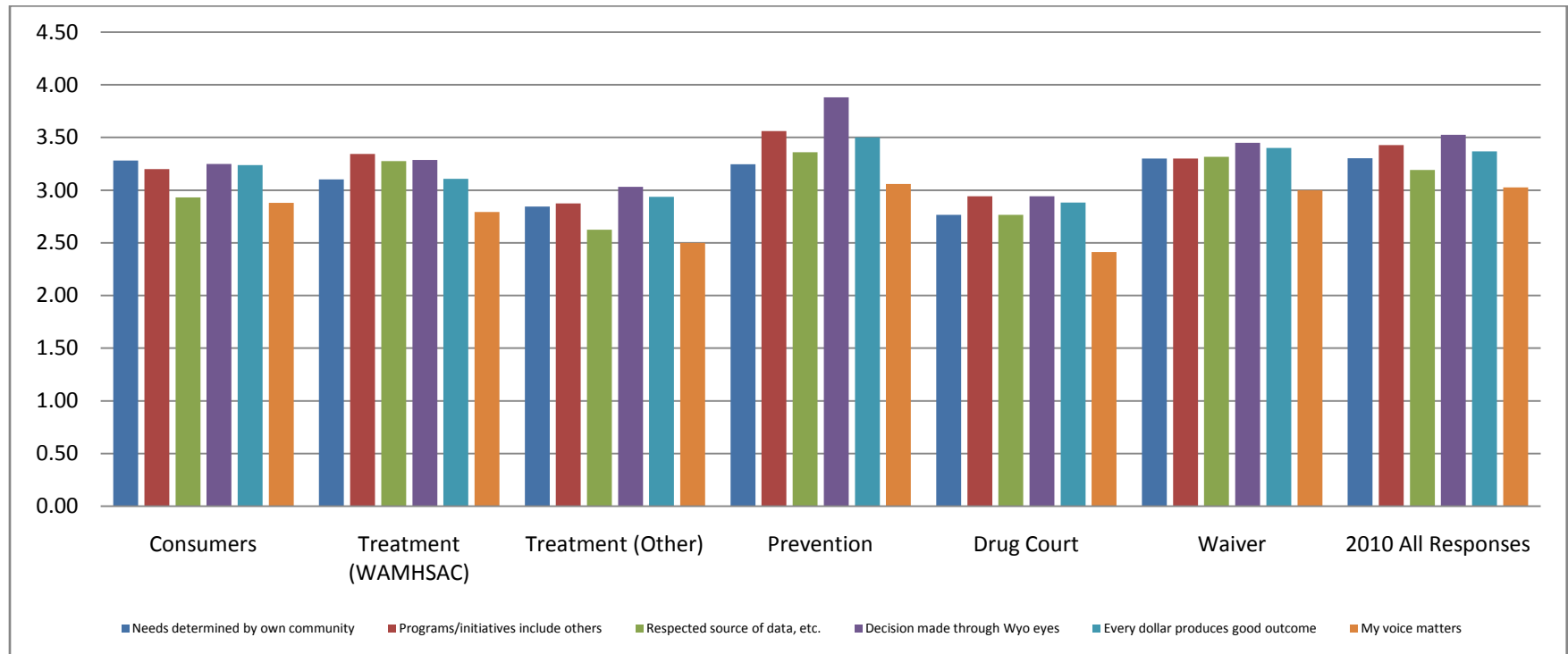
Below, both a bar graphic and a numeric table provide 2010 comparisons based on the respondent's primary role.

Guiding Principles	Consumers	Treatment (WAMHSAC)	Treatment (Other)	Prevention	Drug Court	Waiver	2010 All Responses
Needs determined by own community	3.28	3.10	2.84	3.24	2.76	3.30	3.30
Programs/initiatives include others	3.20	3.34	2.88	3.56	2.94	3.30	3.43
Respected source of data, etc.	2.93	3.28	2.63	3.36	2.76	3.32	3.19
Decision made through Wyo eyes	3.25	3.29	3.03	3.88	2.94	3.45	3.53
Every dollar produces good outcome	3.24	3.11	2.94	3.50	2.88	3.40	3.37
My voice matters	2.88	2.79	2.50	3.06	2.41	3.00	3.03
Number of respondents	48	29	33	50	17	20	195

Rating Scale | 5 Strongly Agree | 4 Agree | 3 Neutral | 2 Disagree | 1 Strongly Disagree

⁴ Ratings are scored as follows: Strongly Agree-5; Agree-4; Neutral-3; Disagree-2; Strongly Disagree-1. Averages are calculated by multiplying the rate's score by the number of responses for that rate and the sum divided by the total number of responses.

Guiding Principles



Rating Scale

5	4	3	2	1
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Other Information

The survey also asked the following six open ended questions, which will be analyzed for themes and recommendations for internal use in the ongoing development of staff relationships with partners.

- Please express any suggestions for improving the work done by the MHSASD
- In your opinion, what does the MHSASD do well?
- In your opinion, what are the most important challenges facing the Mental Health and/or Substance Abuse system this year?
- How can the MHSASD staff help you to do your job better?
- Please provide any additional comments including comments about any specific project or staff
- What is the greatest Mental Health and/or Substance Abuse concern for your community?

Acknowledgements

Thank you to all respondents who completed this important survey. Your comments and suggestions will contribute to the ongoing development of relationships between the Wyoming Department of Health—Mental Health and Substance Abuse Services Division and our many partners. It is our hope that many of you will choose to complete this survey on a yearly basis so that we can continue to monitor our progress.

For More Information

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Commit to your health. ■